User guide

Aastra InAttend 1.0 SP2

Aastra InAttend – Your face to the world

Aastra InAttend is a multi-featured attendant solution with advanced collaboration options. The InAttend is a scalable attendant console based on open standards. It is the core application in Aastra's attendant offering and an essential part of the Aastra Business Collaboration suite. In addition to advanced call handling, InAttend offers powerful search options, calendar integration, Microsoft OCS/Lync and IBM Lotus Sametime presence integration and all necessary information for efficient call handling. The InAttend SIP based platform opens the way for integration with various communication platforms.

Contents

1. Introduction 4

2. Getting started 5

2.1 Log on 5

2.2 The program layout 6

2.2.1 Basic Layout 7

2.2.2 Advanced and Expert Layout 7

2.2.3 List of available panels 9

2.3 First Steps 10

3. Functions 11

3.1 Call management 11

3.1.1 Connections overview 11

3.1.2 Telephony buttons and keyboard shortcuts 11

3.1.3 Queue list 13

3.1.4 Queue buttons 14

3.2 Searching 14

3.2.1 Electronic directory 14

3.2.2 Search fields 14

3.2.3 Search result list 15

3.2.4 Details 17

3.2.5 Send an Operator Message 17

3.2.6 Add an Appointment 18

3.2.7 Display appointments 18

3.2.8 Edit and delete an appointment 19

3.3 Busy Lamp Field 19

3.3.1 Manual Busy Lamp Field 19

3.3.2 Dynamic Busy Lamp Field 20

3.4 Attendant Chat 21

3.5 Web Panel 22

3.6 Information panel 22

3.7 Menu 23

3.7.1 View 23

3.7.2 Commands 23

3.7.3 Options 23

3.7.4 About Aastra InAttend 23

3.7.5 Exit 23

4. Configuration 24

4.1 General Settings 24
4.2 Keyboard 25
4.3 Panels 26
4.3.1 Search panel 27
4.3.2 Busy Lamp Field 28
4.4 Change font and button size 28
5. Keyboard settings 28
5.1 NOW 29
5.2 Operator 30

1.Introduction

Aastra InAttend increases availability of a company by consistent and controlled handling of all incoming calls and simplifies forwarding of incoming calls to required contacts due to a design which is optimized towards efficiency and comfort.

This document gives an overview of the functions offered by Aastra InAttend and how to use them.

- **Queues with announcements:** Incoming calls to the switchboard are automatically put into separate queues according to the type (e.g. internal or external) or previous course of the call (e.g. dropped, reverted, parked). This allows for user-controlled, efficient executing of calls by the attendants.
  Queues with individually configurable announcements assure that calls don't get lost before or after transfer to busy or not answering users. Calls outside service hours can be forwarded to another number or announcement (night service connection), similar is possible for short-term capacity overload.
  It is also possible to have an automatic distribution of the calls to the users, so the calls doesn't have to be manually picked from the queues.
- **Switchboard**: For each incoming call, contact information is searched for on the basis of the sent telephone number in the linked telephone directory. If successful, caller data (name, company, department) are shown on the display. A dynamic display with all waiting calls and information on type of calls (internal/external), status (ringing/announcement), queue time, number of caller (if sent) and of called party as well as possibly name of caller and called party supports the attendant in deciding which call shall be answered next. Except from sequential execution of waiting calls (longest waiting party principle) calls can also be individually prioritized. Calls picked up from queues can be transferred blind or after prior consultation call.
- **Integrated electronic telephone directory**: If the phone number of the requested party is unknown, the operator can search for name, department or first digits of the number. The search result is shown in a list including status information (idle, busy, call forwarding) of the extension and the operator can transfer calls directly from this list. If users are busy, other co-workers from the same department can be shown.
- **Comfort functions**: The graphic user interface enables easy handling both via keypad and with the mouse. All important telephony- and switching functions can be allocated to customizable hotkeys. A configurable busy lamp field with status information (for internal extensions only) are available for frequently used telephone numbers. E-mail or SMS-messages may be sent to parties (that cannot be reached by telephone). Access to calendar information helps the operator to provide the caller with precise information on availability e.g. of absent parties.

2.Getting started

The following pages provide step-by-step instructions for how to start InAttend (log on), search for a subscriber, view a subscriber's absentee report and exit InAttend (log out).

2.1 Log on

Begin by starting the program and log in.
Double click on the program icon for InAttend.

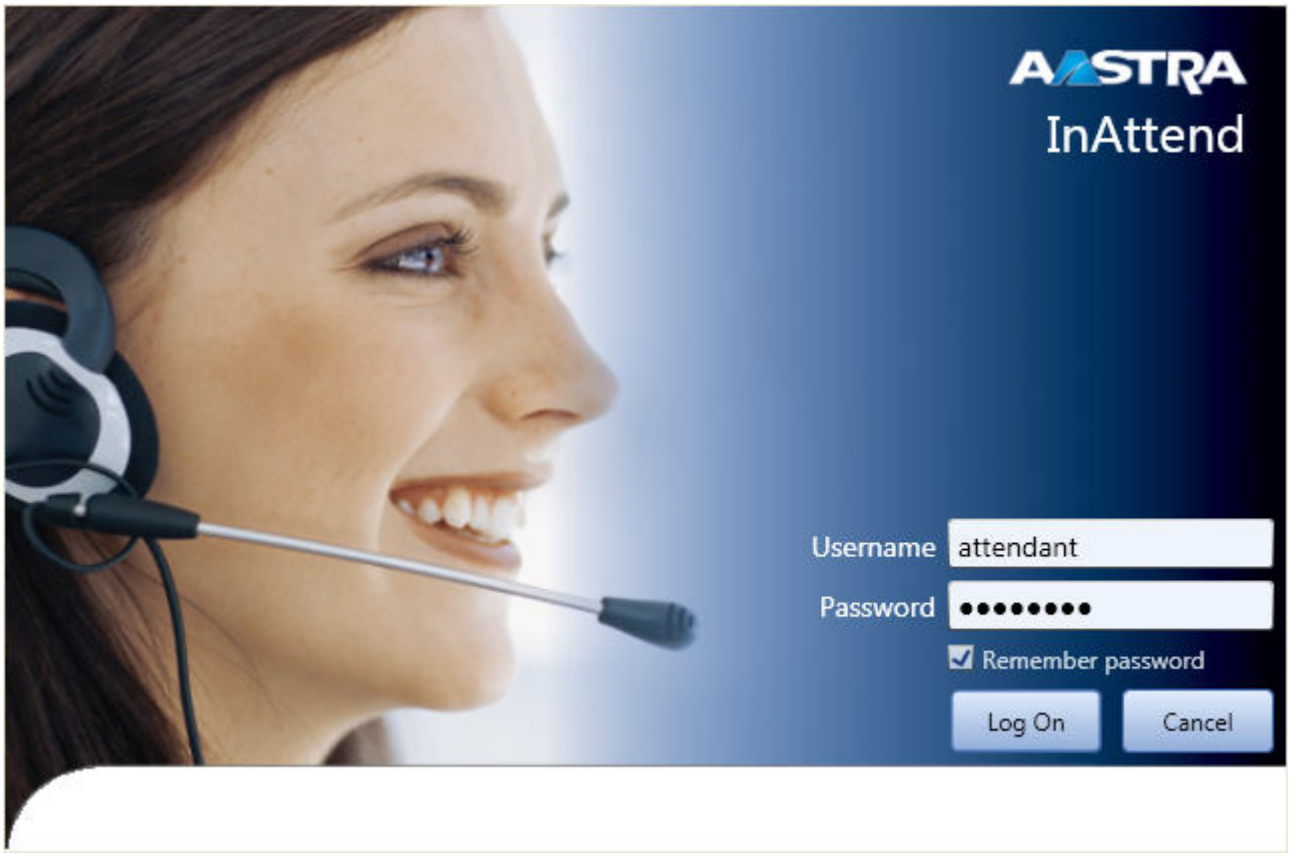
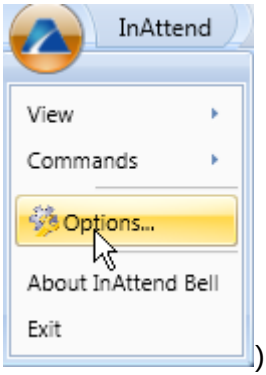
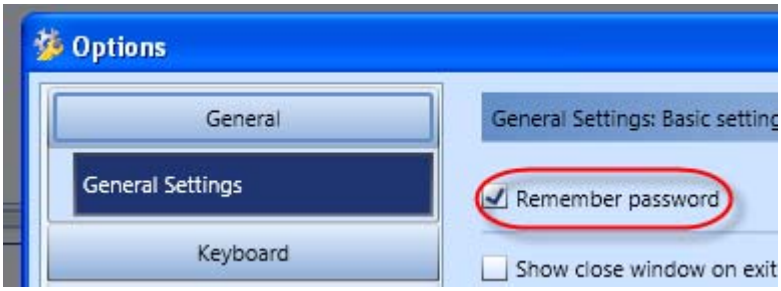


Fig. 1 : The Logon Dialog

Type your user name and password, then click Log On. You are now logged on to InAttend, and the main window is displayed.

If you choose “Remember password”, then no password is need for future logon’s. The first dialog will be displayed, but the logon will start immediately. To reset this setting the user have to open the options menu (

) and deselect the remember password flag.



To be able to receive calls, the work station needs to be opened. Click or press Ctrl + F12.

When the workstation is open, the icon changes color to green .

2.2 The program layout

InAttend allows you to arrange all functions panels (movable windows) wherever you like in the application screen.

Managing the layout is divided in two parts:

- Font size
- Layout

By default, only the font size is changeable. Right click on any of the fields and select: the “change font size” option. Move the slide bar to the left or right to make the font smaller or larger.

At the bottom of the window is the Status Line, where you can see how many attendants are logged on (including yourself), your user name, the current date and time, and the connection status (connected or disconnected).

Panels that are seldom used can be hidden on the right side of the window. A new container will appear that holds a button for each hidden panel. Clicking on that button will slide out the appropriate panel.

The layout style is defined by the administrator. There are three different layouts: the Basic, Advanced, and Expert layout.

2.2.1 Basic Layout

The basic layout is suited for small companies where the main focus is on queue handling and search. In the basic layout you have the Queue, A/B and Search Panel. The size and position of the panels are fixed. All other available panels are minimized on the right side.

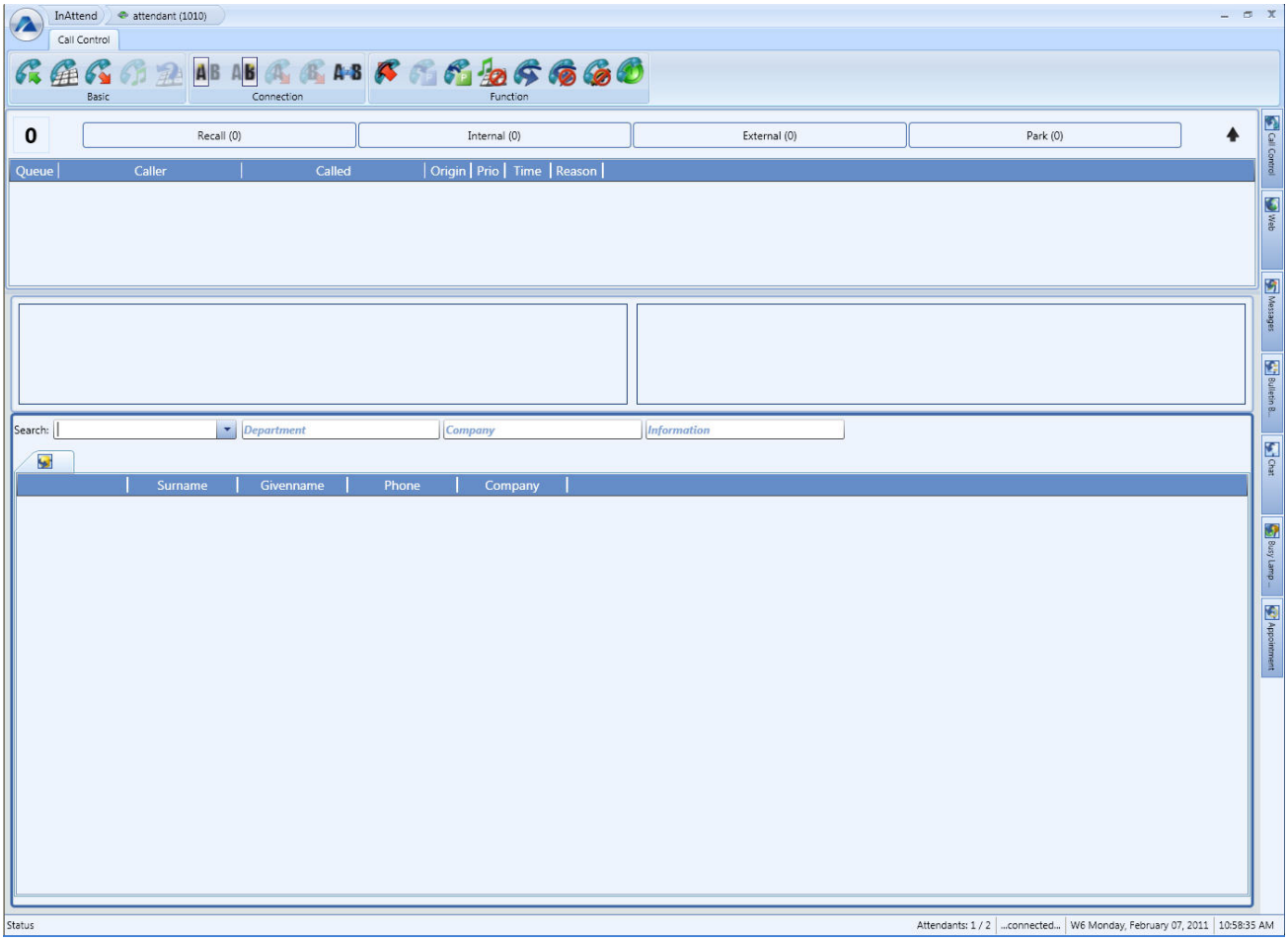


Fig. 2 : Basic Layout Program Window

2.2.2 Advanced and Expert Layout

The advanced layout extends the basic layout with the left, right and bottom container. At the top the Call Control panel is placed and in the bottom the Busy Lamp Field and information panel. All other selected panels are concealed and positioned at the right docking edge in a collapsed state.

The difference between advanced and expert layout is the possibility to show the title bars of the panels and manually adjust the holding container for each panel. This title bar is needed to be able to move, adjust the size and fill the containers. As stated, the left and right containers are hidden and empty by default.

To be able to use this feature you have to switch on the title bars.
This option is located in options --> panel section.

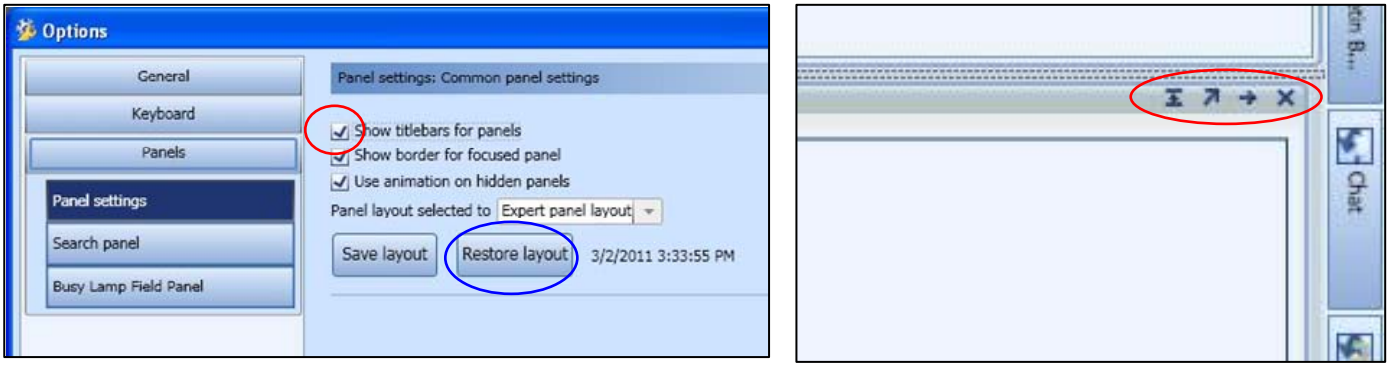


Fig. 3 : Title bar options

The following options are available now:

	Show title.	This will display the title of the window
	Float.	Switching this option on, will make it possible to move the panel to any position on your desktop, even outside the application.
	Dock (when panel is in any container)	This option reverses the float option. Only available when 'float' is switched on.
	Hide	This option will move the panel to the right and create a button below the buttons already there.
	Dock (when panel is moved to a button)	Open the panel by clicking the button. Clicking the docking icon will make the panel float so you can move it to any container you like
	Close	This will switch of the panel. You can make it visible again from the options menu --> View. Again, the panel will be floating so you can click the option you want (Float, Dock, hide) and put it anywhere you want.

If you are not satisfied with the layout changes, it is possible to restore the layout and start over. Click Restore Layout from the Options menu.

Note: A change like this will reset the client to the default layout and all changes done are lost. Language settings are not reset.

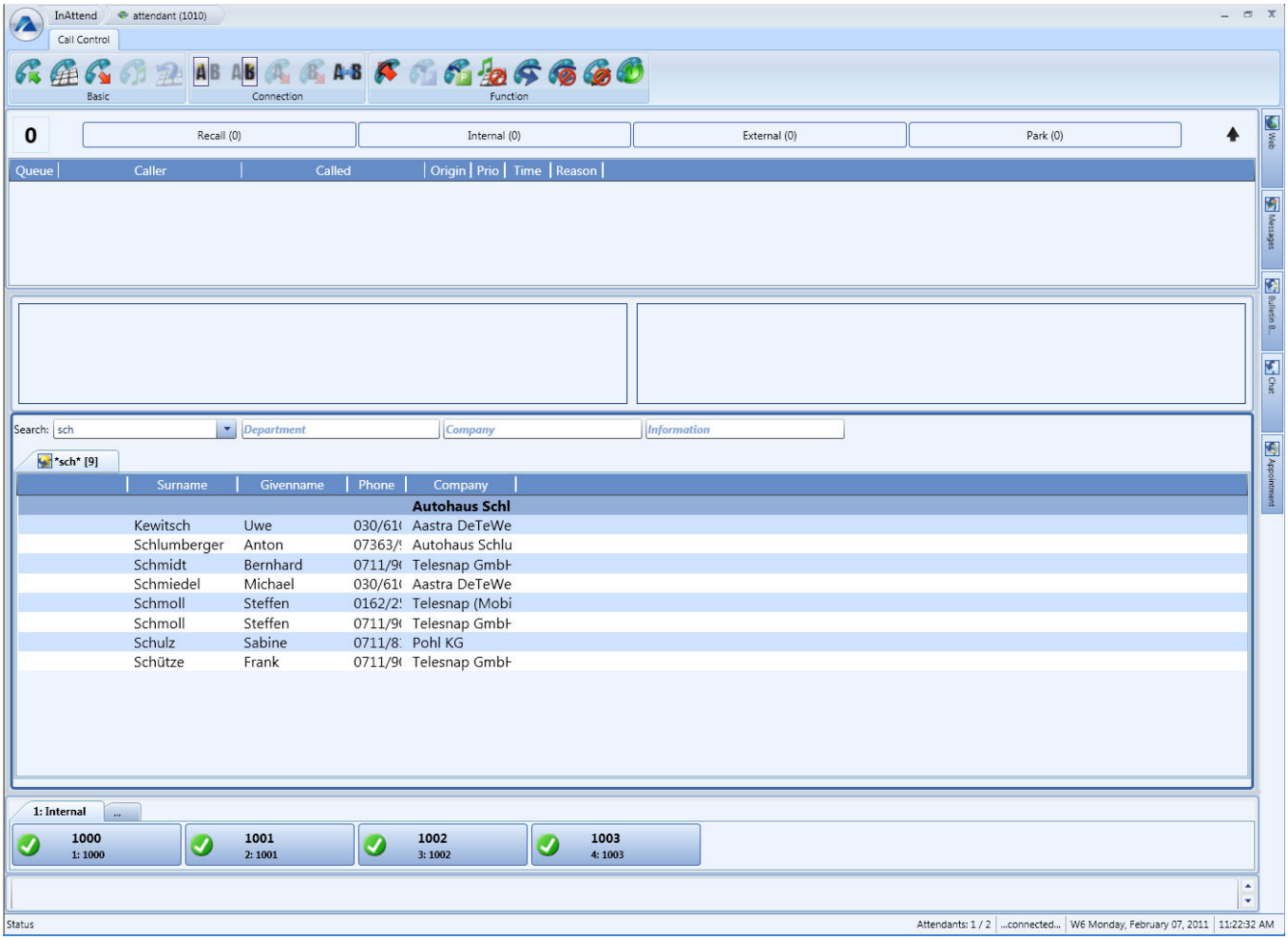


Fig. 4 : Advanced and expert layout program window

2.2.3 List of available panels

Depending on layout and profile different panels can be used in the application. The panels provide different functions to the application.

The available panels are the following:

- The **Queue** panel shows the configured telephone queues. It shows the number of calls in each queue and the total number of calls in all queues. If you expand the detail list view which shows all details (caller name and number, called name and number, waiting time, etc.) of the calls in the queues.
- The **Connections** panel shows two connection lines A and B (e.g. for current and consultation call).
- The **Search** panel allows to search for subscribers, either by the standard search field, or by up to 5 configurable search fields.
- The **Details** panel is opened when you click on a search result entry. When the detail panel is visible, the search result list will be hidden. It shows detailed information about the marked subscriber and if available calendar entries.
- The **Busy Lamp Field** panel can be filled with speed dial entries capable of line state information.
- The **Message** panel gives the opportunity to send message to a marked subscriber in the search result list or Detail panel.

- The **Activity/Appointment** panel gives the opportunity to create an appointment for a marked subscriber in the search result list or PAM panel.
- The **Chat** panel allows you to chat with another operator in the same operator group.
- The **Bulletin Board** panel collects important information from the application. On serious errors the panel will drive out and blink until the message is read.
- In the **Web** panel any internet site may be displayed. The Web panel has to be located in a container.
- The **Information** panel displays the information field for the selected line in the result list.

2.3 First Steps

When you log on the first time, all settings defined by the administrator will be loaded. Also default keyboard settings will be loaded.

At first logon, check the settings and adjust them to suit your personal preferences.

Checking and changing keyboard shortcuts are done by clicking and selecting **Options**.

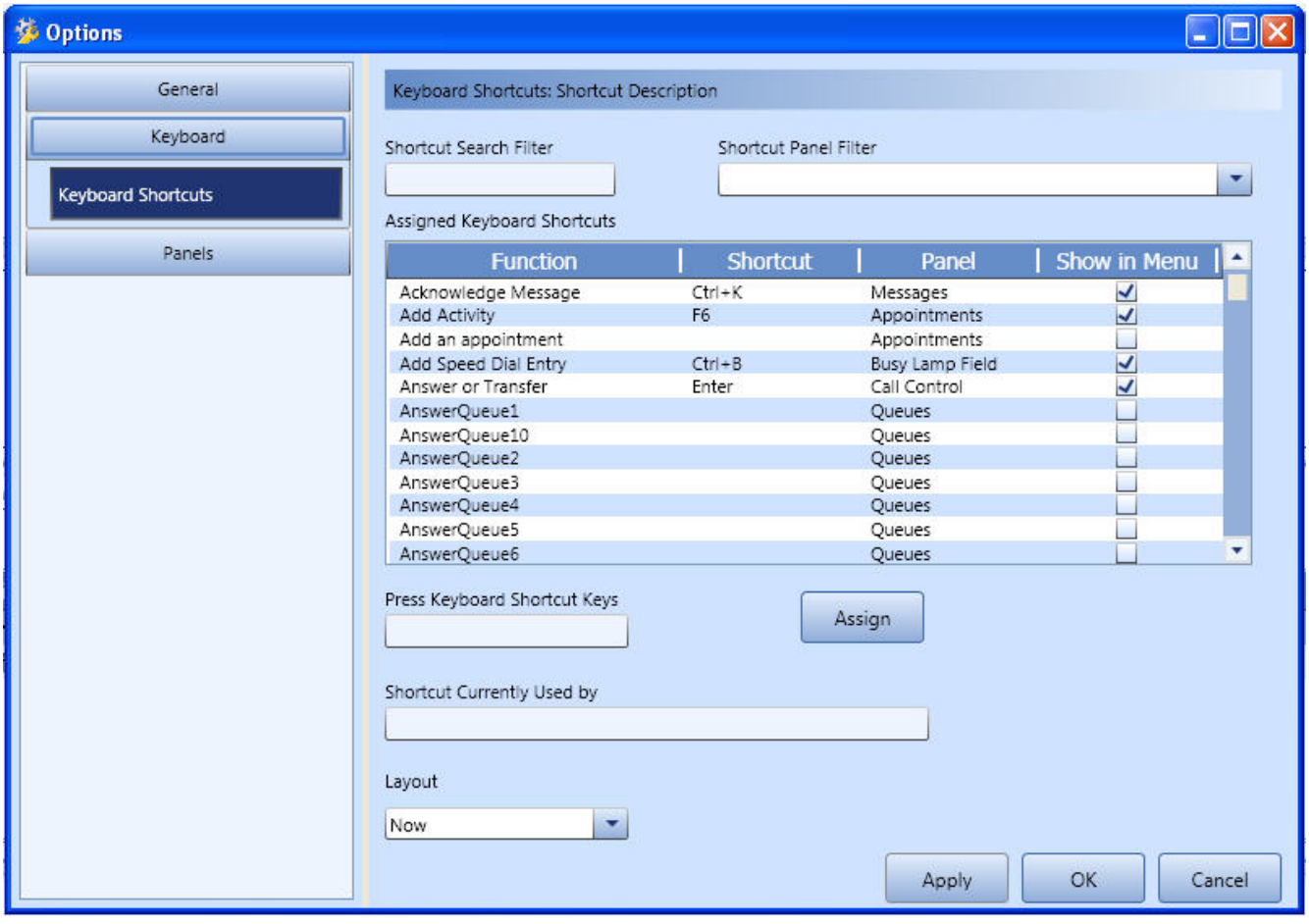


Fig. 5 : Keyboard layout

For more information see section “4 Configuration”.

3. Functions

This section describes the functions that are included in InAttend.

3.1 Call management

The call management is one of the most important functions of InAttend. Several panels cover this functionality.

3.1.1 Connections overview

Connections are displayed in the **Connections** (or A/B) panel. It shows two calls simultaneously, starting with the first call in the left (A) field. Consultation calls or second calls are displayed in the right (B) field.

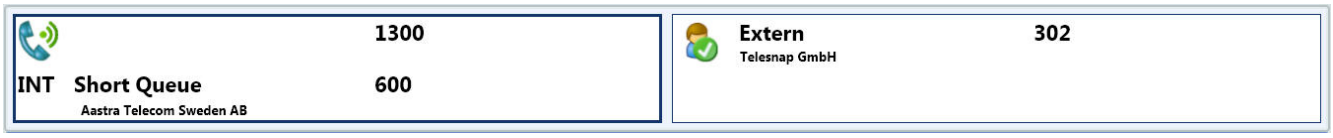


Fig. 6 : Connections panel showing two calls in A and B

The active party is marked with a thicker border. When you have two calls it is possible to switch between the two calls. Just press the “Toggle active party” button (see below) to switch between the calls. If you want to connect both parties press the “Answer/Transfer” button.

Connections can be controlled by the telephony buttons or keyboard shortcuts. This is covered in the next section.

List of icons that may be displayed in the connection field:

Dialing, off hook

Incoming call

Connected

Holding

3.1.2 Telephony buttons and keyboard shortcuts

The attendant can use telephony and transfer functions with a single key or mouse click via the telephony buttons displayed in the Call Control panel. Only those function are available, that are supported by the call manager you are using. So some functions may not be available in your client.

Hover over the button to see the assigned shortcut key as a tooltip. All explained functions can either be executed by mouse or by the shortcut key.

The following telephony buttons are available to the operator:

Answer/Transfer accepts an incoming call. If there a no incoming call, but calls in the queue list, the top entry will be placed as incoming call. If an active connection already exists, **Answer/Transfer** will transfer the current connection to a number highlighted in the search result list. If a consultation call is made (as seen in the B field), **Answer/Transfer** will hand over the first call to the consultant.

A blind transfer is performed by selecting a number and pressing the Answer/Transfer button.

If a call is transferred to a busy extension, then the call is parked in a queue until the target is getting free.

Dial initiates a call to the number that currently has focus, which is the number entered in the Search field or the number selected in the search result list. If ambiguous numbers exists, a selection dialog is opened. If no number is selected, an input dialog is opened. If an active connection already exists, this will initiate a consultation call to this telephone number.

Disconnect All hangs up all connected calls.

Hold put the current call on hold.

Redial dials the last dialed number again.

Select A activates the A field and dials the number in the A field.

Select B activates the B field and dials the number in the B field.

Disconnect A hangs up the call displayed in A.

Disconnect B hangs up the call displayed in B.

Toggle active party alternates between the calls in the A and B field.

Breakthrough deletes the immediate forwarding of a forwarded device and transfers the call. After the call is transferred the forwarding is set again.

Park enables a user to hold a call, e.g. if the requested target is currently not available. The caller is disposed to the parking queue, and enables the operator to answer another call. Parked calls have to be picked up again manually from the Park queue.

Retrieve parked call retrieves a parked call from the park queue.

Tone signaling sends DTMF tones.

Redirect activates the immediate call forwarding of the call manager for the selected number. If an entry in the result list is selected, and more than one phone number is available in the entry, then a dialog with all numbers is displayed and the user has to select one number. After that the destination for the forwarding has to be entered.

If no number is selected, then the forwarding device and the destination have to be entered.

Remove redirect deletes the immediate call forwarding for a device.

If an entry in the result list is selected and has more than one phone number, a dialog appears with all numbers included. The number has to be selected and the forwarding is cleared.

If no entry is selected, then the number has to be entered.

,

Auto answer on - click to activate automatic answering of calls.

Auto answer off - click to deactivate automatic answering of calls.

,

On Duty - click to set your status to on duty.

Off Duty - click to set your status to off duty.

3.1.3 Queue list

The **queue list** dynamically indicates all calls currently entering the switchboard and waiting for transfer. The list also shows information like name and phone number of both caller and called party (if possible), type of call (internal/external), and the waiting time for the call since it entered the queue.

Fig. 7 : Queue list

The number in the square box indicates how many calls in the queues are waiting. This number is also displayed in the Windows task bar.

The meaning of the columns in detail:

- The name **Queue** where the call is waiting.
- The **Position** of the call inside its appropriate queue.
- The **Caller** identification, the number only, or if possible with full name.
- Which number is **called**. If possible shows also the full name.
- The **Called Domain** indicates in a multi call manager/site environment which call manager/site was called.

- The **Origin** displayes if it is an internal or external call.
- **Prio** is the priority of the queue of the call
- The **Time** elapsed so far since entering the queue.
- The **Reason** shows how the call (direct or redirected) came to the queue.

It is possible to adjust the width of the columns by pointing to and click on the line between two columns.

Pick a call from the queue by clicking the appropriate queue button, pressing the assigned shortcut key, or by clicking the Answer icon. The call will be answered and removed from the queue and placed in the connection (A/B) panel.

Each incoming call is assigned to an attendant, but the call stays in the queue until the call is answered by the attendant. Other attendants still may pick the call. By pressing the “Answer/Transfer” button, the assigned call is answered.

The calls are assigned to the user according to the priority of the queues.

After a waiting time configured by the administrator the color of the call in the queue is changing from green to orange to red.

3.1.4 Queue buttons

The queue buttons are located above to queue list. By clicking one of them, or uses the assigned keyboard shortcut for this queue, the user automatically answers the first call from the appropriate queue.

3.2 Searching

The main focus of the application is in the search panel.

3.2.1 Electronic directory

Which dictionaries that are searched is determined by the administrator. Several data sources are possible and will be searched simultaneously. It is possible to deselect some data source if more than one are configured in the options menu for the search panel (see section 4.3.1).

The data may be searched in an Aastra CMG server and/or in any LDAP server.

The search panel is divided into two sections: search fields and search result list. Normally there is only one search result list, but if tab search items are displayed (see options setting for the search panel) and pressing Ctrl + Enter in the search fields more result list may be created.

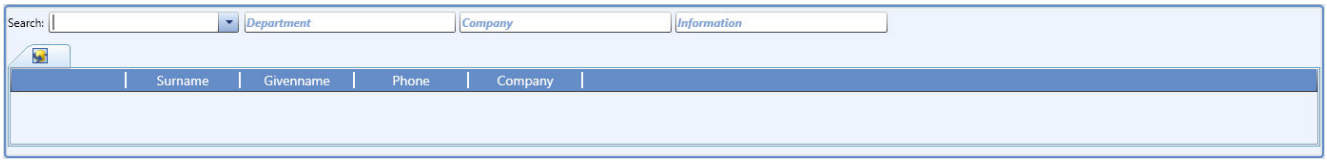


Fig. 8 : Integrated telephone directory

3.2.2 Search fields

Besides the global search field up to five additional search fields can be configured individually for specific data source fields. The global search field has a history list which can be accessed via the drop

down list. It can also be configured that a “Go” button is displayed between the global and the additional search fields. With the “Go” button you may start the search.

A search term and/or a telephone number are entered into the global search field. The search starts after typing a configurable minimum number of characters or numbers. By default the term is interpreted as last name of the subscriber. To search for both first and last name, separate the terms with space.

In the first search field an advanced search algorithm is implemented, that search for the first name, last name, organization and extension. The names can be typed in any order in this field[1]. Up to 5 additional search fields can be defined. The search can be performed in multiple fields at the same time.

There is a difference on how different databases are triggered to search a specific name. When searching a person’s first name, CMG requires a space as start character. This triggers CMG to include ‘First name” in the search results. LDAP does not require that, but accepts both notation methods. To make sure the search is done for first names, it is recommended to start with space before typing characters. You will now find the person, regardless if the search is done in the CMG or any LDAP directory.

The results are shown in the search result list below. The first hit in the list is immediately highlighted.

If no search results exist, a number without any more information is displayed in the search result list. You may dial the number directly by pressing the Dial button or the appropriate hotkey.

Terms can also be entered in the additional search fields. Only when all search items match, results are shown.

Via a predefined keyboard shortcut a team search can be initiated. All persons of the electronic telephone directory will now be listed who work in the same company and department as the person itself (thus those having the same entry in the columns Company and Department as the highlighted person). Another keyboard shortcut can search for a team, where all persons belong to the same company entry. Which fields are considered for which team search (there can be up to three different team searches) is defined in the Web Administration.

3.2.3 Search result list

The **Search result list** is divided in six columns and refers to the integrated telephone directory.

The first column is the status column and gives with symbolic icon a quick overview of the presence information of the subscriber like messages, lunch etc. The next four columns display the last name, first name, phone number and company. Additionally the line state of the phone can be shown next to the phone number. This can be configured in the options menu (see section 4.3.1). Please mind that line state information is filtered via settings managed by your administrator. The number length defines if a search will be done or not. In the example below you can see this is set to 4. All numbers with length 4 or less display a line state icon, the bottom one with a number length of 5 does not.
It is however possible a search is done in databases without line state information. In this case, the icon will be displayed, but will have no meaning.

[1] For the search in a CMG database the syntax for the search is fixed.

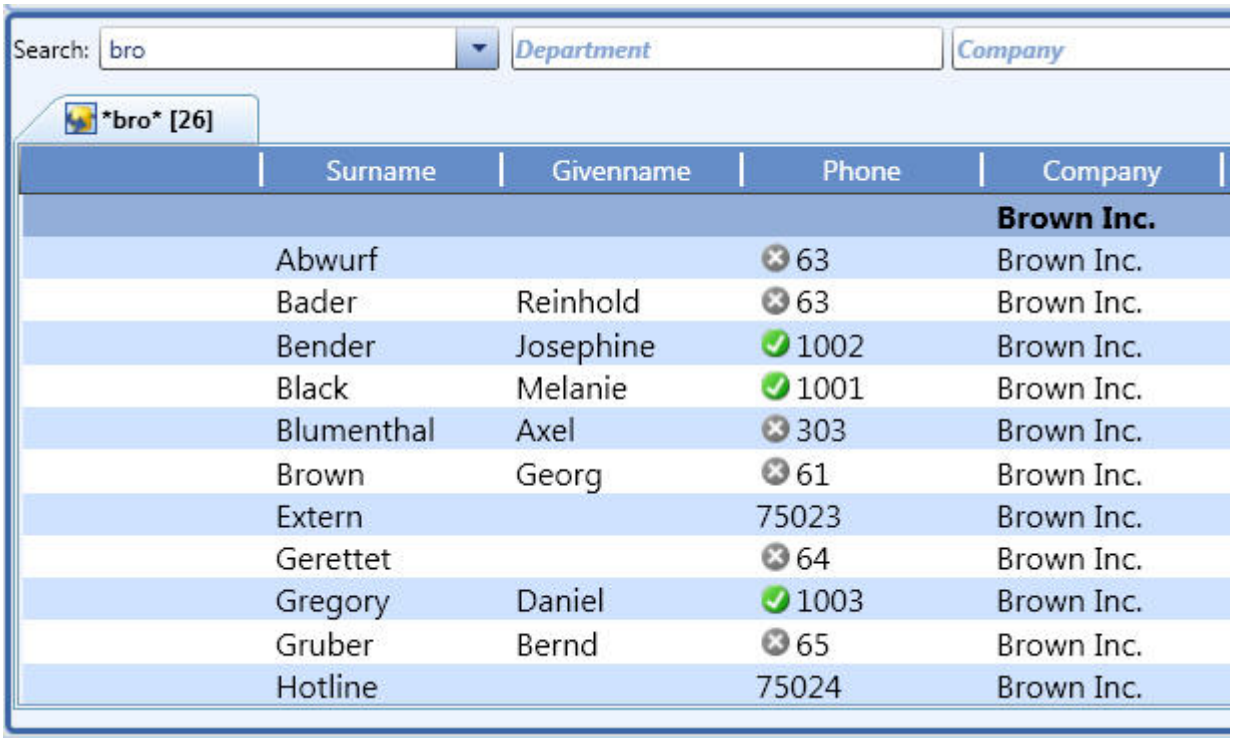


Fig. 9 : Search result list

The icons in the first status column can be the following:

- Presence information:

  The subscriber has a calendar entry and may be absent.

- Additional information:

  The subscriber has unread messages (for Aastra CMG entries only)

  The user has an alternative number (for Aastra CMG entries only).

  The user has an appointment from type “Information”.

  The user has an active appointment.

  An activity with information is active for the user.

  No call forwarding is defined for the users activity.

  The user has an activity with information, but no forwarding.

  A SMS channel is defined for the user.

3.2.4 Details

The Details panel is displayed when a highlighted search entry in the search result list is selected via Enter (Return) key. The search result list is collapsed and the Details panel will be visible.

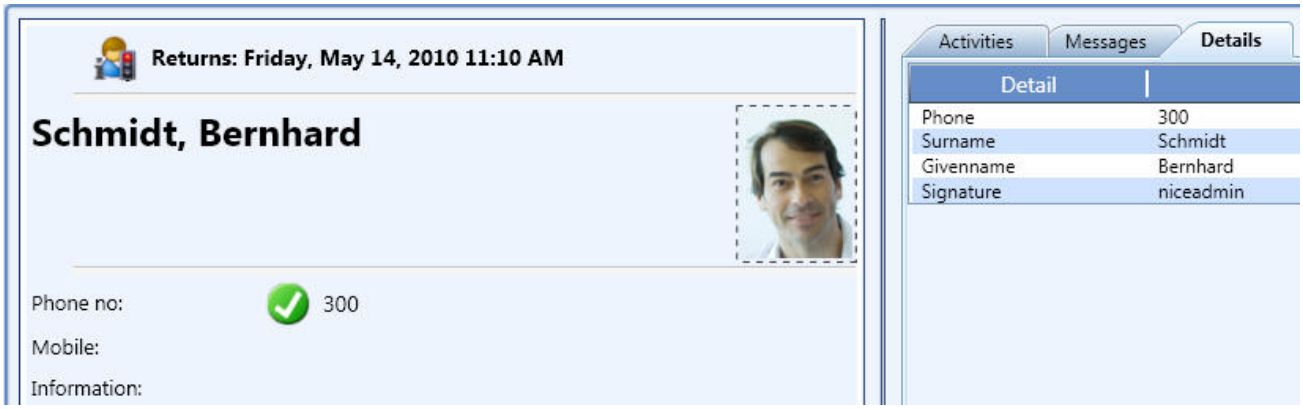


Fig. 10 : The collapsed search and Detail panel

Besides the detail information for a subscriber there might be calendar information. Pressing Enter again will toggle through the different information tabs on the right side of brief information window. Pressing Escape will collapse the detail panel and the search result list is visible again.

3.2.5 Send an Operator Message

Using a defined hotkey a message to a highlighted search entry in the search result list can be send. Depending on the subscribers data fields (e.g. Email address, cell phone number, Aastra CMG user ID, etc.) several message channels can be available. If no such fields are available a notification dialog appears that no message can be send to this subscriber.

Up to 25 predefined messages can be defined. The attendant can select which message is sent to the user. The number of the caller and the date/time are entered in the message.

The message can be entered in the text box below the subscriber message system. For some message channels there are limitations in text length. If so, the remaining character count is displayed in the status bar below the text box. Multi line messages can be entered by inserting line breaks with Enter/Return. The message is send when Ctrl + Enter are pressed or the Send button is clicked.

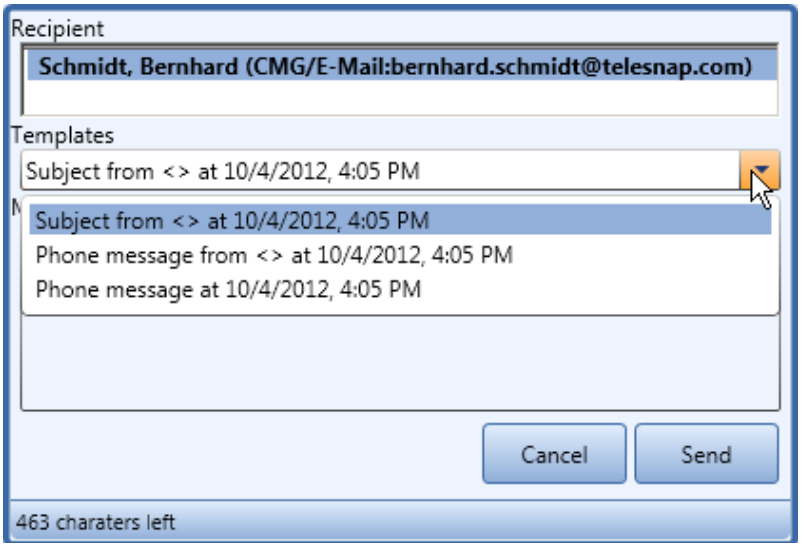


Fig. 11 : The message panel slides out to send a message to a selected subscriber

Messages may also be sent directly to the display of the phone.

3.2.6 Add an Appointment

Using a defined hotkey (no default key is defined) a new appointment to a highlighted search entry in the search result list can be created. If the selected subscriber does not have a calendar connection and is no Aastra CMG user no appointment can be created and nothing happens.

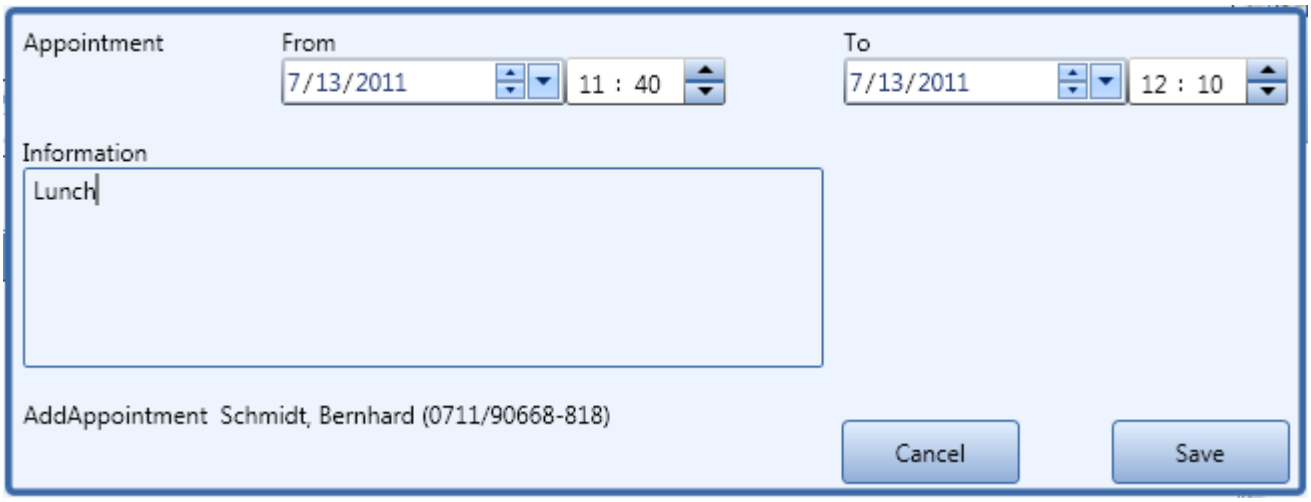


Fig. 12 : The appointment panel slides out to add a new appointment to a selected subscriber

For non Aastra CMG users with established calendar connection the appointment is directly created in the calendar (Microsoft Exchange, Lotus Domino, Novell GroupWise) of the user. For Aastra CMG users, the entry is creates in the Aastra CMG system.

3.2.7 Display appointments

In the list view for the appointments the attend sees all appointments in a list.

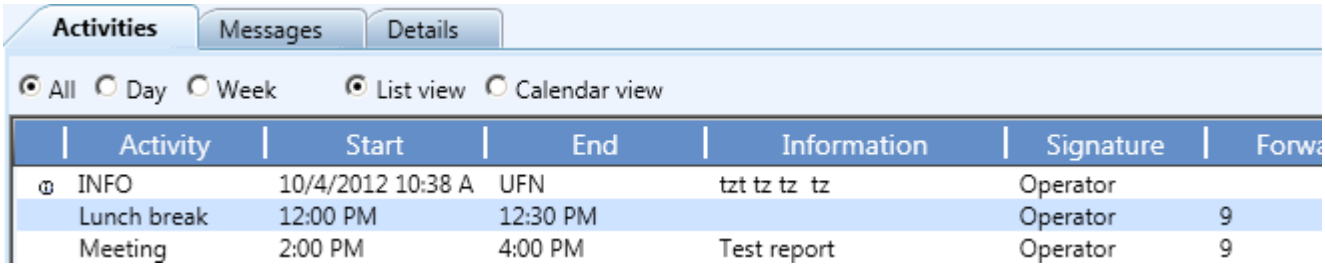


Fig. 13 : List view

With the calendar view a graphical display of the appointments is visible.

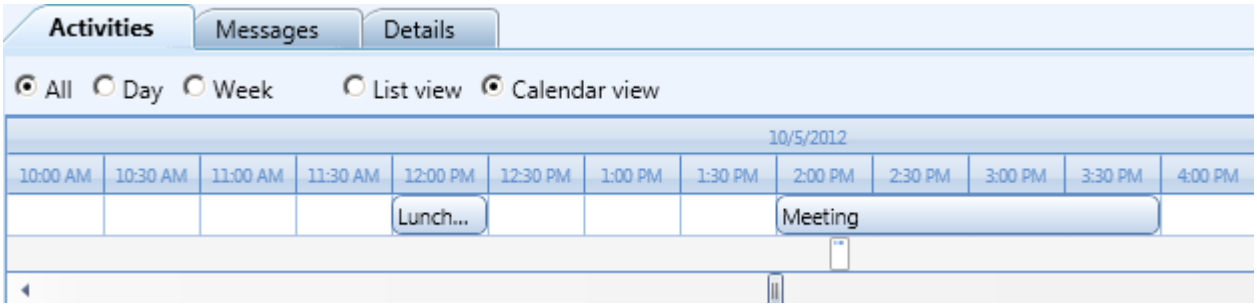


Fig. 14 : Calendar view

3.2.8 Edit and delete an appointment

When the user already an appointment, then the attendant may edit or delete the appointment. Whith a right click on the appointment the attendant has the options to delete and modify the appointment.

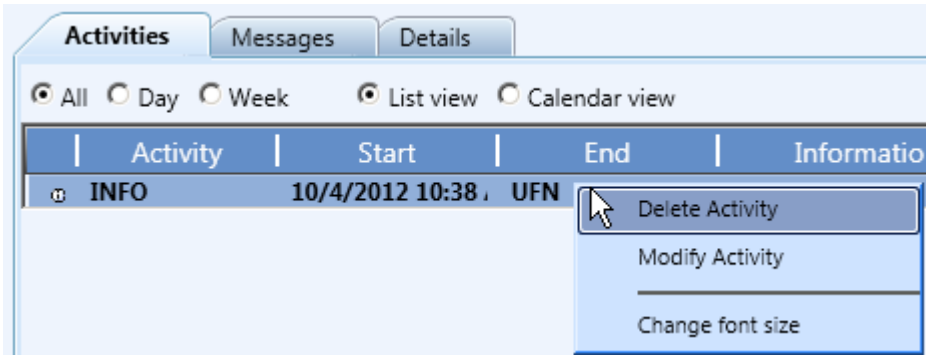


Fig. 15 : Options menu for the appointments.

When the appointment is changed, the activity panel is opened with the appointment.

3.3 Busy Lamp Field

3.3.1 Manual Busy Lamp Field

The Busy Lamp Field (BLF) panel can be populated with speed dial buttons for any subscriber and shows the line state of the phone (for internal and monitored numbers) and other presence information (calendar, Microsoft OCS/Lync or Lotus SameTime). The same presence information as in the result list are displayed. For better scheme these buttons can be organized in different tabs. A maximum of 10 tabs can be added.

Creating a new tab is accomplished by clicking on the "…" button in the top of the panel. A context menu will appear to add a new entry or to move an existing one.

Similar a new busy lamp field button can be added via the context menu. The right click on the named tab or another existing button will open a menu with the "Add entry" command. After that a dialog box will appear to enter the number and the description of the button. In this menu it is also possible to delete a button (when right click on a button), delete a tab (when right click on a tab), or to move the button or tab appropriate. The attendant may also change the colour for the entry in the BLF.

As an alternative a hotkey can be assigned to add a BLF button from the search result list or details panel. If you have set the layout to NOW, the default key is CTRL-B. When an entry in the search result list is highlighted pressing the defined hotkey will use the subscribers name and phone number to create a new button in the currently displayed tab.

Dialing a number is done by clicking on the appropriate button or using the defined keyboard shortcut for the first ten buttons. The icons displayed in the buttons are explained in detail in section 3.2.2).

You can also directly add entries to the busy lamp field from the directory search. To do that, select one entry from the result list and press the function key (by default Ctrl-B) to add the number into the busy lamp field.

3.3.2 Dynamic Busy Lamp Field

A dynamic Busy Lamp Field can be added. Note that it will be either dynamic OR manual. Activating the dynamic busy lamp field option will wipe out the manually added fields.

The function is switched on via the options menu.

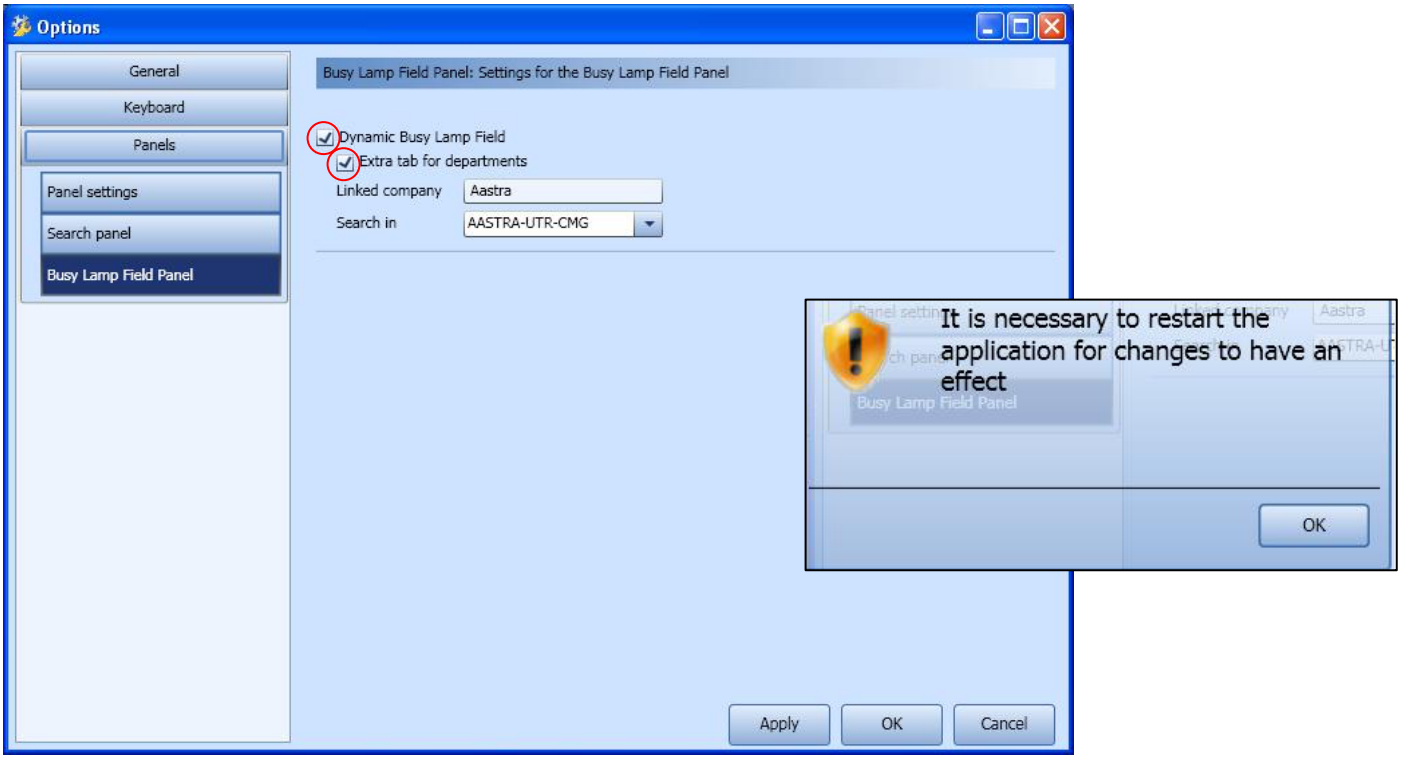


Fig. 16 : Switching on the Dynamic BLF with CMG database connection

Note: Switching the function on or off, or making any changes like choosing another linked company, requires a restart of the client to take affect.

The second option available in the Dynamic Busy Lamp Field is the possibility to create separate tabs for departments. When connecting to a CMG database and when CMG is configured to display the company data in a tree configuration (default in CMG), these tabs will not be created as CMG is not using the 'department' field.

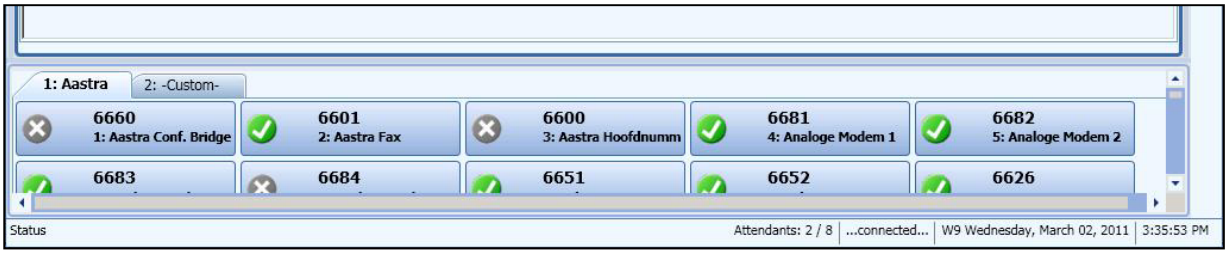


Fig. 17 : Example Dynamic BLF

Changing to e.g. a LDAP connection where the department field is used, will result as the following example shows.

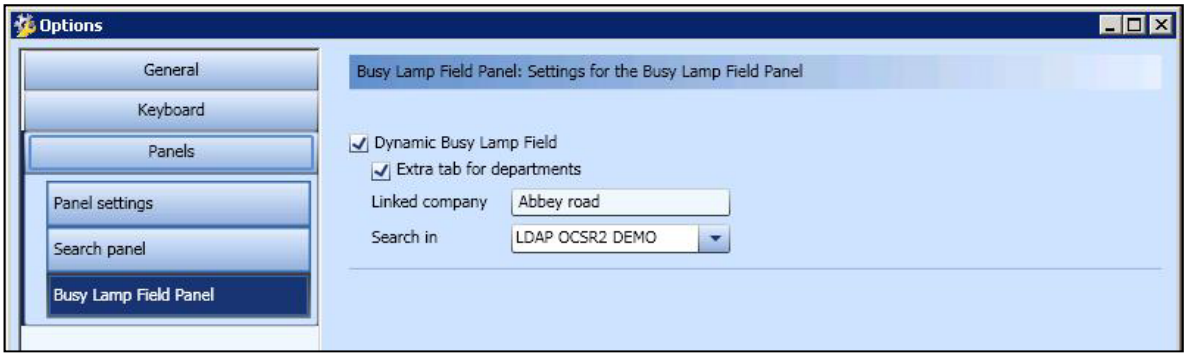


Fig. 18 : Switching on the Dynamic BLF with LDAP database connection

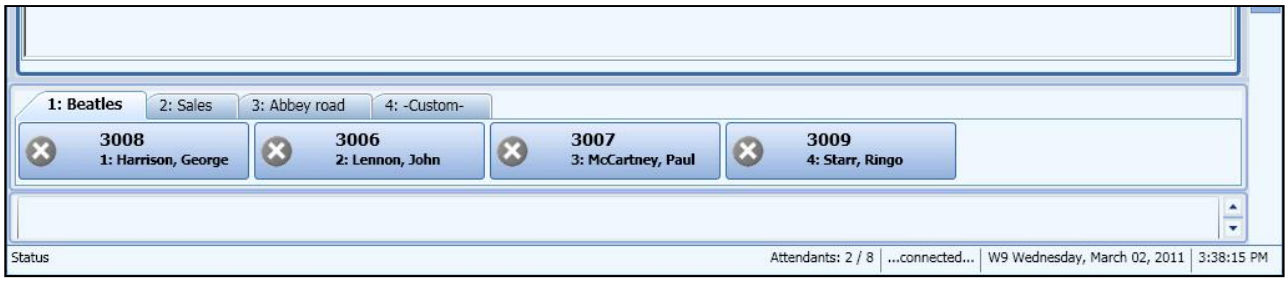


Fig. 19 : Example Dynamic BLF with department tabs

The first tab displays all users that do not have a department assigned; all other tabs collect the users from that specific department.

Note that only 10 tabs are made visible meaning the company + the first nine departments found. All others will be discarded.

3.4 Attendant Chat

When more than one attendant is assigned to an operator queue, there is a possibility to chat with the other registered attendant. This is only possible if the other chat partner is logged on.

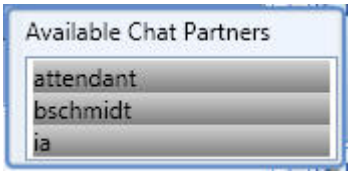


Fig. 20 : Chatting with another operator

Clicking on the Send button will transfer the typed in message to the chat partner. The Quit button will close the chat tab and the panel will slide in.

3.5 Web Panel

A web panel may be included in the client. In this panel any internet site may be displayed. The web panel has to be positioned in the client; it can't be used when it is collapsed.

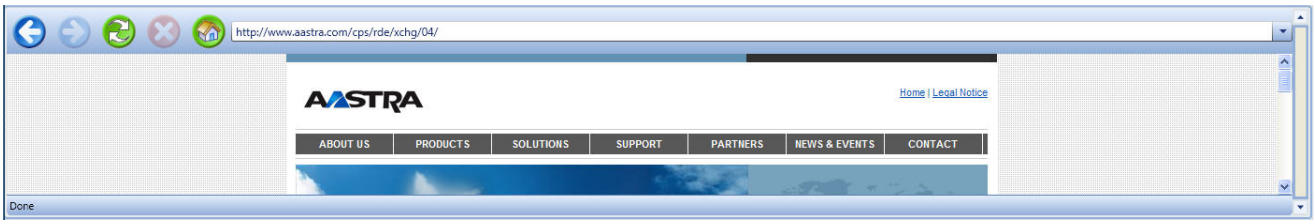


Fig. 21 : Web panel

3.6 Information panel

In the information panel additional information is displayed for the selected entry in the result list. With this panel more information to a user may be displayed without opening the details of the user. When the Aastra LDAP Server is used, then the data of the information field is displayed. For entries from the Aastra CMG System the last sent message is displayed.

The displayed fields in the information panel may be changed by the administrator.

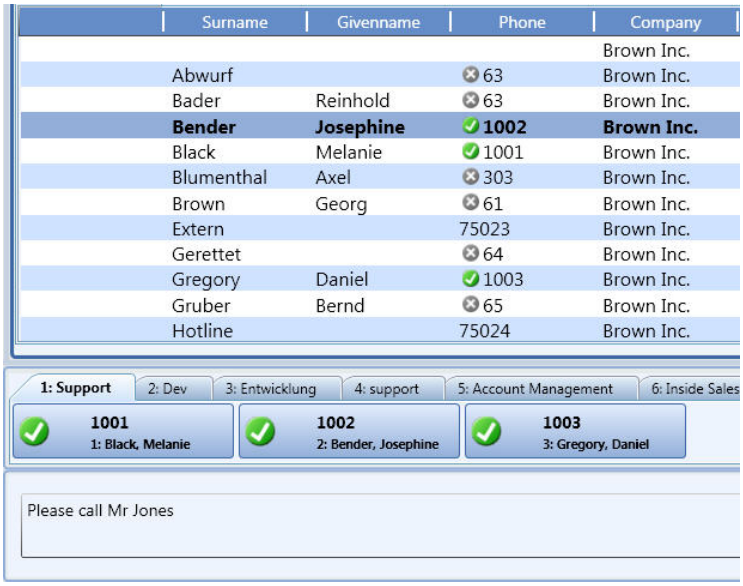


Fig. 22 : Information panel

3.7 Menu

The InAttend menu is reached by clicking . The menu has the following options:

3.7.1 View

If some panels are hidden and not displayed in the containers or as a collapsed version in the right docking container, such panel can be brought into view via this menu command. Normally a panel is popped up into view if its functionality is needed and hides itself when the job is done (e.g. messages, appointment panel). To review what has been done, a panel can be brought back in view.

3.7.2 Commands

Each keyboard shortcut can be accessed also via a menu command. This is configured in the options menu in the keyboard section. Checking the “Show in Menu” box next to the hotkey description will create a menu entry. There the hotkey shortcut can also be seen.

3.7.3 Options

The options dialog can be opened by this menu item.

3.7.4 About Aastra InAttend

Information on version and license of the Aastra InAttend are displayed.

3.7.5 Exit

To exit InAttend, click and then **Exit**.

4.Configuration

Configuration of InAttend can be done by an administrator. However, there are some settings that can be done by the attendant. These settings are described in the following sections.

4.1 General Settings

In the general part there are only three options.

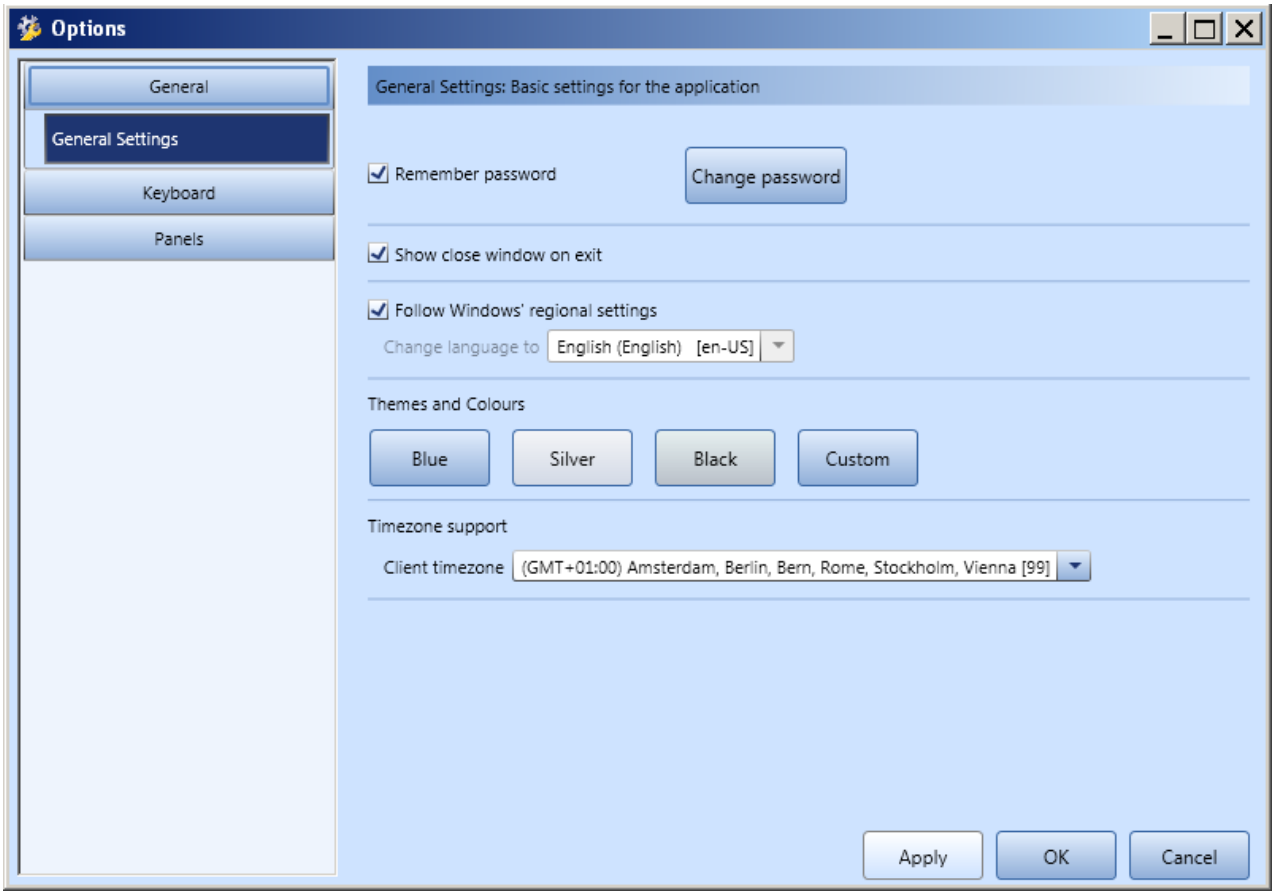


Fig. 23 : General application settings

Remember password: When this option is selected, no password has to be entered, when the client is started.

Change password: The users password can be changed.

Show close window on exit Select to have a control dialog asking if you really want to exit InAttend when clicking **Exit**. Clear to switch off this control dialog.

Normally the Attendant follows the Windows regional settings and chooses the correct language itself. You can override this and chose your language independent of Windows.

Note: After changing language, InAttend needs to be restarted for the new language to be applied.

InAttend is available in the following styles and colours:

- Blue
- Silver

- Black
- Custom

Timezone support: The time zonbe where the client is located can be defined.

4.2 Keyboard

Using the Keyboard tab you can configure shortcut keys and menu commands as wanted[2].

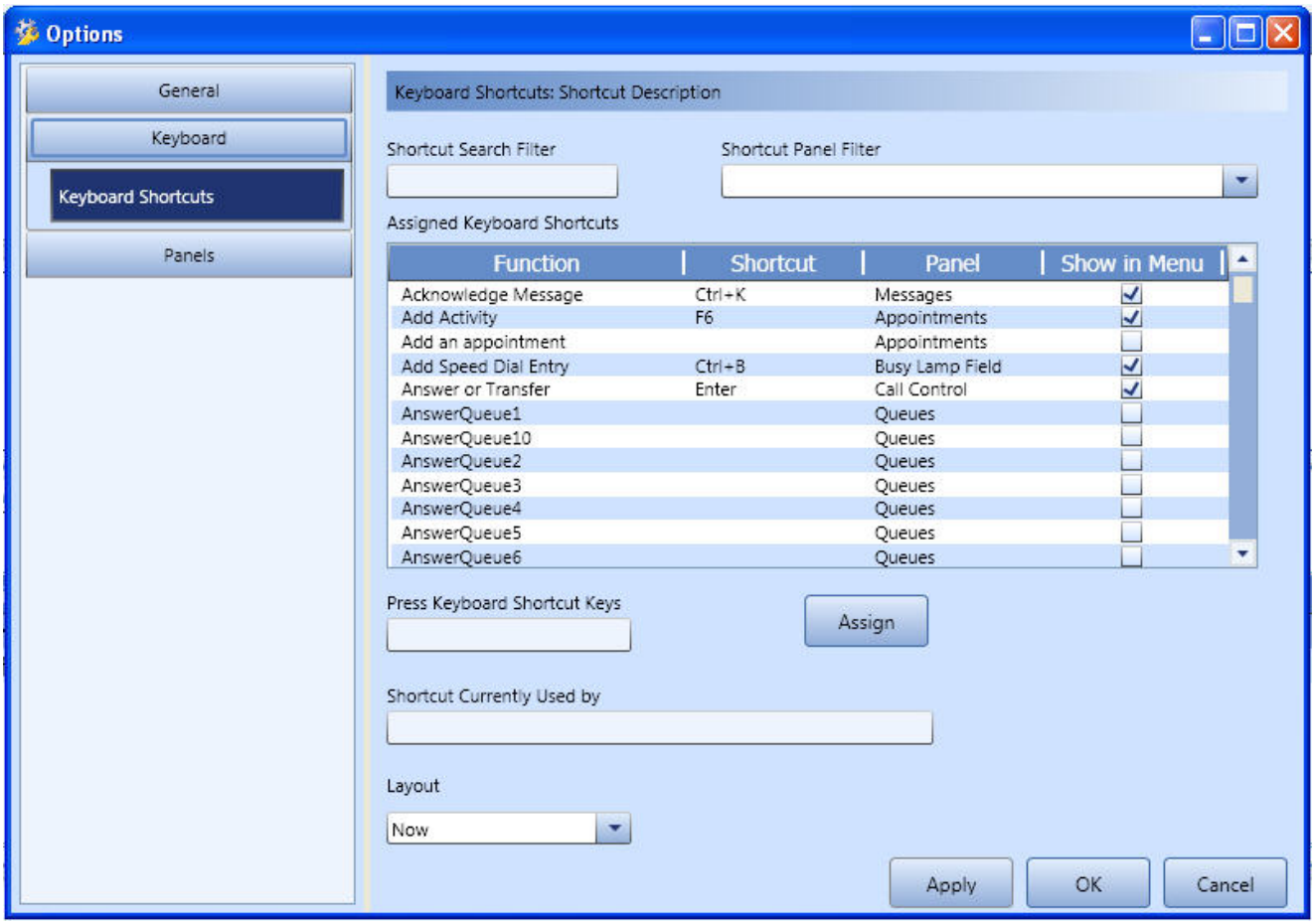


Fig. 24 : Keyboard shortcuts

For convenience each panel can be chosen by the shortcut panel filter to display only the provided functions.

To assign a shortcut key, do the following:

1. Select a function from the list.
2. Place the cursor in the **Press Keybord Shortcut Keys** text field and press the key(s) to assign for this function. The key combination appears in the text field.
3. Click **Assign**.

[2] Some keys are used by the operating system (for example Print Screen and cursor keys), and cannot be used as function keys.

Note: If the key combination is already in use, this is indicated in the **Shortcut Currently Used by** field. The combination that is currently used can only be overwritten if the old function is reassigned.

To remove a function from an existing shortcut key, do the following:

Delete all text in the text field for the shortcut key, and click **Assign**.

For easy setup some predefined shortcut combinations are already included and can be selected via the layout drop down. There are two different options for the predefined keyboard layout. Either the keyboard layout of the NOW client or the settings from the PM Operator can be used.

To see the NOW client or PM Operator settings, see section 5. These settings can also be used as a basic and individually adjustments are possible.

4.3 Panels

Using the Panel tab of Option dialog, the following can be configured:

- Panel settings
- Search panel
- Busy Lamp Field Panel

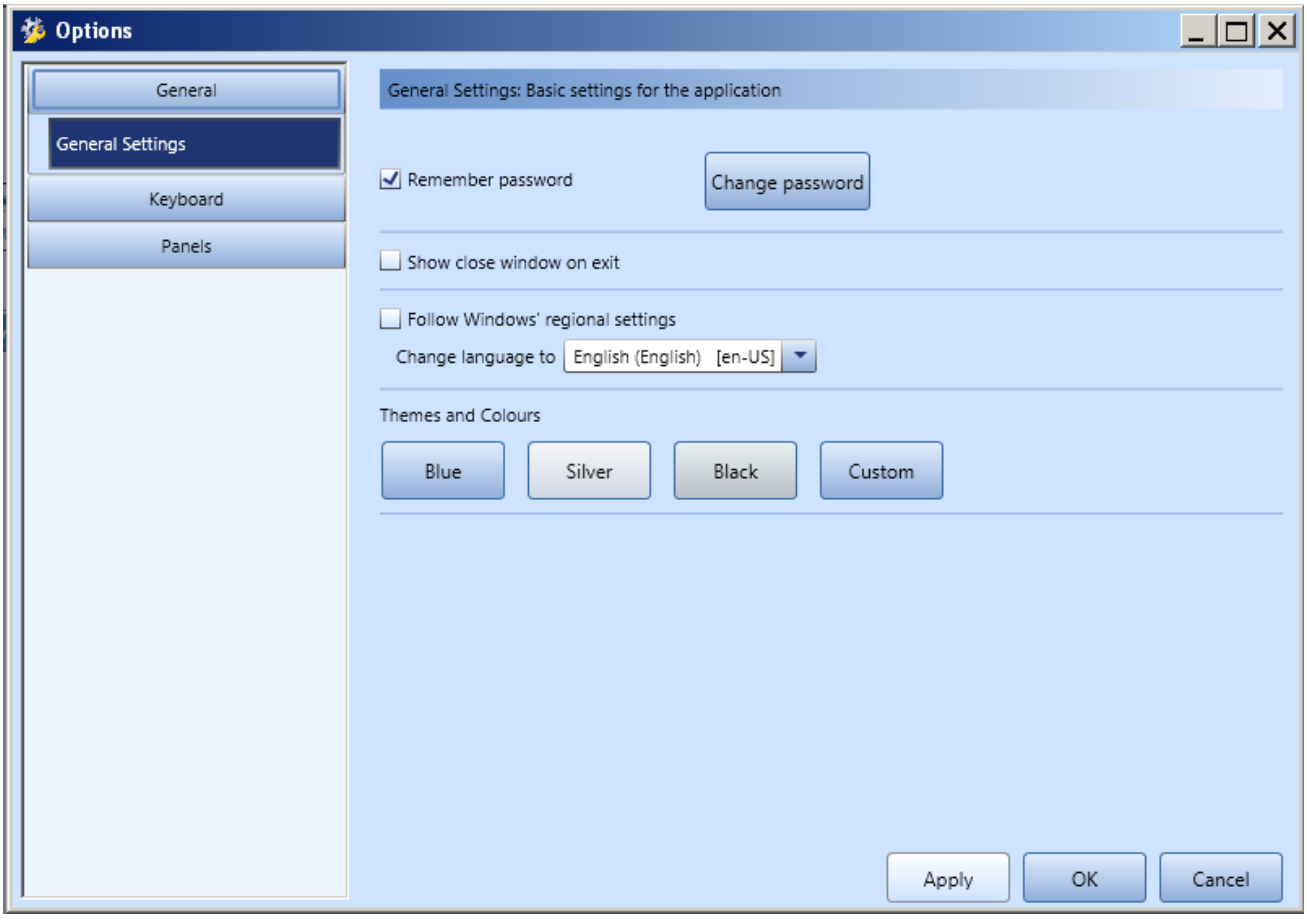


Fig. 25 : General panel options

Show title bars for panels

This can only be selected for Expert panel layout. When selected, it is possible to rearrange panels.

Show border for focused panel

Select to have the currently active panel highlighted to show where the focus of the keyboard input is located.

4.3.1 Search panel

The search panel options allow to deselect some data sources when there are more than one configured and to adjust the automatic search parameters.

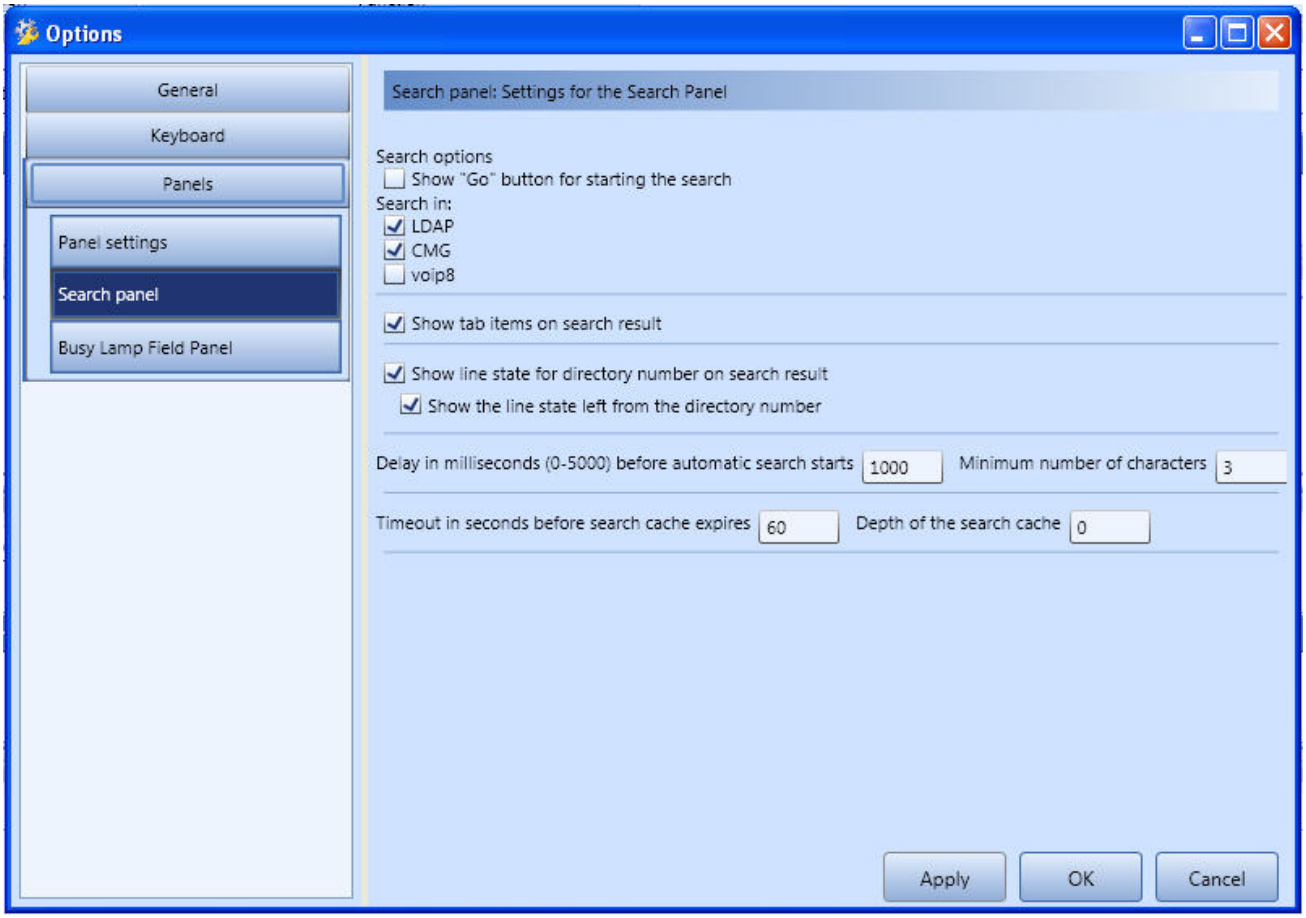


Fig. 26 : Search panel options

Select **Show "Go"** button for starting the search to display a button between the global and additional search fields in the search panel. When there is a Go button, click it to initiate a search.

It is possible in the search panel by pressing Ctrl + ENTER to keep the old search result list and create a new result list. Switching from one result list to another is done by clicking on the search tab. To safe space if only one search result list is needed this tab can be omitted.

When in the search result list a phone field is present it is possible to display next to the number the line state of the phone. It can be configured if the line state symbols are displayed on the left or right side of the number.

The rest of the options are only displayed and may not be changed by the attendant.

4.3.2 Busy Lamp Field

The Busy Lamp Field can be created dynamically by querying one data source and retrieving names, department and phones by providing the linked company. This is accomplished by checking the box **Dynamic Busy Lamp Field** and entering the company name in the text box. If the option below is also checked, the company will also be distinct by department and extra tabs are created. More information is available in section 3.3.2

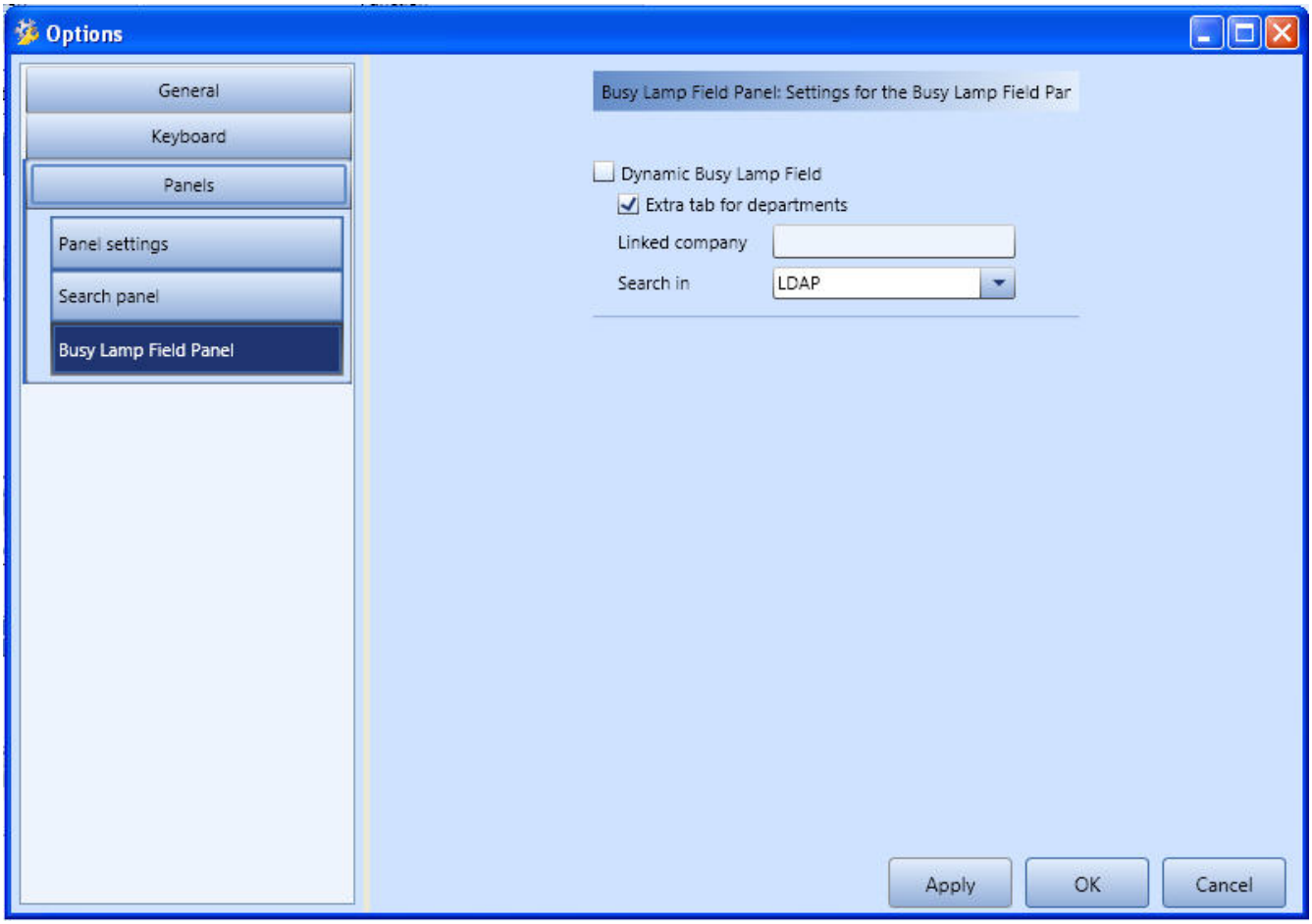


Fig. 27 : Busy lamp field options

4.4 Change font and button size

Throughout the application right clicking into an empty space of a panel a context menu appears to adjust the size of the font or button in this panel.

The font and button size may be changed for each panel independently from the other panels.

5.Keyboard settings

There are two predefined keyboard layouts. The NOW layout is derived from the settings of the NOW client and the operator settings are derived from the PM Operator. These two settings are available to help attendants either used to the NOW or to the PM Operator application to migrate to the InAttend.

By default the NOW setting is used.

5.1 NOW

For the NOW settings the followings keys are defined:

- Add Activity: F6
- Add Speed Dial Entry: Ctrl-B
- Answer or Transfer: Enter
- Close Panel: Esc
- Dial: NumLock
- DialHash: Num /
- DialStar: Num *
- DialWithNumberList: Alt+NumLock
- Disconnect A: Num –
- Disconnect B: Num +
- Display detail information about current selected person F9
- Fetch Parked Call Crtl-End
- Modify Activity F12
- Park: End
- Redial: Ctrl-F3
- Redirect Extension Crtl-F6
- Remove Redirect Extension Alt-F6
- Select Panel 1: Alt-Num-1
- Select Panel 2: Alt-Num-2
- Select Panel 3: Alt-Num-3
- Select Panel 4: Alt-Num-4
- Select Panel 5: Alt-Num-5
- Select Panel 6: Alt-Num-6
- Select Panel 7: Alt-Num-7
- Select Panel 8: Alt-Num-8
- Select Panel 9: Alt-Num-9
- Send Message: F8
- Shortcut function change panel: Ctrl-Tab
- Shortcut function Help: F1
- Speed Dial 1: Ctrl-Num 1
- Speed Dial 2: Ctrl-Num 2
- Speed Dial 3: Ctrl-Num 3
- Speed Dial 4: Ctrl-Num 4
- Speed Dial 5: Ctrl-Num 5
- Speed Dial 6: Ctrl-Num 6
- Speed Dial 7: Ctrl-Num 7
- Speed Dial 8: Ctrl-Num 8
- Speed Dial 9: Ctrl-Num 9
- Team Search 2: Crtl-R
- Team Search 3: Ctrl-T

- Toggle Active Party: Decimal
- Toggle Duty: Ctrl-F12

5.2 Operator

For the Operator settings the followings keys are defined:

- Add Speed Dial Entry: Ctrl-B
- Answer or Transfer: Num *
- Answer Queue 1: F5
- Answer Queue 2: F6
- Answer Queue 3: F7
- Answer Queue 4: F8
- Answer Queue 5: F9
- Answer Queue 6: F10
- Answer Queue 7: F11
- Answer Queue 8: F12
- Blind Transfer 1: Alt-Ctrl-Num 1
- Blind Transfer 2: Alt-Ctrl-Num 2
- Blind Transfer 3: Alt-Ctrl-Num 3
- Blind Transfer 4: Alt-Ctrl-Num 4
- Blind Transfer 5: Alt-Ctrl-Num 5
- Blind Transfer 6: Alt-Ctrl-Num 6
- Blind Transfer 7: Alt-Ctrl-Num 7
- Blind Transfer 8: Alt-Ctrl-Num 8
- Blind Transfer 9: Alt-Ctrl-Num 9
- Close Panel: Esc
- Dial: Num +
- Disconnect A: Num –
- Park: Ctrl-P
- Select Panel 1: Alt-Num-1
- Select Panel 2: Alt-Num-2
- Select Panel 3: Alt-Num-3
- Select Panel 4: Alt-Num-4
- Select Panel 5: Alt-Num-5
- Select Panel 6: Alt-Num-6
- Select Panel 7: Alt-Num-7
- Select Panel 8: Alt-Num-8
- Select Panel 9: Alt-Num-9
- Send Message: Ctrl-M
- Change Panel: Ctrl-Tab
- Help: F1
- Speed Dial 1: Ctrl-Num 1
- Speed Dial 2: Ctrl-Num 2

- Speed Dial 3: Ctrl-Num 3
- Speed Dial 4: Ctrl-Num 4
- Speed Dial 5: Ctrl-Num 5
- Speed Dial 6: Ctrl-Num 6
- Speed Dial 7: Ctrl-Num 7
- Speed Dial 8: Ctrl-Num 8
- Speed Dial 9: Ctrl-Num 9
- Team Search 1: Ctrl-F
- Toggle Active Party: Decimal
- Toggle Duty: Ctrl-F12

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